

This listing of claims will replace all prior versions, and listings, of claims in the application.

**Listing of Claims:**

Claims 1-11. (Cancelled)

12. (Currently amended) ~~The method of claim 1,~~ A method of personalizing voice messages to be used by a voice mail system comprising the steps of:

creating a plurality of sets of recorded messages, wherein each message has a distinct mood, and wherein each set of said sets is identifiable by an agent, said sets being for interacting with the voice mail system;

presenting a user of the voice mail system with interactive inquiries to enable the user to identify the agent; and

selecting a recorded message from the plurality of sets of recorded messages based on the interactive inquiries between the user and the voice mail system, wherein said user identifies said set by choosing a particular agent message, wherein the selecting step comprising comprises:

searching a database having entries for associations between voice patterns of users identified by a voice recognition system and calling numbers according to ANI information to find a match for a calling number;

searching the database to find a match for the user's voice pattern associated with a matched calling number;

seeking confirmation from the user for a matched voice pattern using a previously selected mood; and

selecting a pre-determined recorded message based on the matched voice pattern.

13. (Original): The method of claim 12, further comprising the step of adding a new entry in the database for the user associating the calling number with the user's voice pattern if no match is found.

Claims 14-17. (Cancelled)

18. (Currently amended) ~~The method of claim 17,~~ A method of personalizing voice messages to be used by a voice mail system comprising the steps of:

creating a plurality of sets of recorded messages, wherein each message has a distinct mood, and wherein each set of said sets is identifiable by an agent, said sets being for interacting with the voice mail system;

presenting a user of the voice mail system with interactive inquiries to enable the user to identify the agent; and

selecting a recorded message from the plurality of sets of recorded messages based on the interactive inquiries between the user and the voice mail system, wherein said user identifies said set by choosing a particular agent message, wherein the plurality of sets of recorded messages are used for system prompts to the user,

wherein the interactive inquiries between the user and the voice mail system is determined by the system according to the user's competence in interacting with the system;

wherein the user's competence is determined by a plurality of detection criteria monitored by the system, and

wherein a detection criterion is the frequency at which the user reaches a particular point in the system.

Claims 19-30. (Cancelled)

31. (Currently amended) ~~The apparatus of claim 26,~~ An apparatus for personalizing voice messages to be used by a voice mail system, comprising:

an application module;

a management module;

a media module interconnected to the application module and the management module;

a storage medium connected to the media module, the management module, and the application module;

means for creating a plurality of sets of recorded messages according to distinct mood for each such set for interacting with the voice mail system, each set being identifiable by an agent;

means for presenting a user of the voice mail system with interactive inquiries to enable the user to identify the agent, whereby a sample of messages from different agents is provided to said user; and

means for selecting a recorded message from within areas of the plurality of sets of recorded messages based on the interactive inquiries between the user and the voice mail system whereby the user identifies the set identifiable by that agent, wherein the means for selecting selecting means comprises of the means for selecting comprising:

means for searching a database having entries for associations between voice patterns of users identified by a voice recognition system and calling numbers according to ANI information to find a match for a calling number;

means for searching the database to find a match for the user's voice pattern associated with a matched calling number;

means for seeking confirmation from the user for a matched voice pattern using a previously selected mood;

means for selecting a pre-determined recorded message based on the matched voice pattern; and

means for adding a new entry in the database for the user associating the calling number with the user's voice pattern if no match is found.

Claims 32-34. (Cancelled).